



Best Practices for using Adobe® Connect®

Ensure participants have the best possible online experience

The Adobe Event Services team has produced thousands of successful Adobe Connect Events and as a result have come up with this proven list of Best Practices for successful online meetings of all sizes. Incorporating these ideas into your everyday meetings will result in a successful, engaging meeting experience for your participants.

Top Best Practices

- 1: Directly connect to the fastest internet possible.
- 2: Properly prepare presenters and content for the live meeting by requiring a rehearsal with final content.
- 3: Put the Attendee Pod in the Presenter Only area.
- 4: Shut down VPN's and directly connect to the internet.
- 6: Create a lobby layout where attendees can enter the meeting room early.
- 7: Include the test link in all participant invites and reminders.

Activity	Adobe Connect Best Practice
Live Meeting Hosts & Presenters	Directly connect to the fastest internet connection available. No wireless.
Live Meeting Host & Presenters	Shut down any VPN's and directly connect to the internet. VPN's slow down your internet connection and thus slow down Adobe Connect.
Live Meeting Host & Presenters	Shut down any e-mail, instant messaging, and any programs NOT being used for the presentation. You do not want participants to see these if you are doing a screen share.
Live Meeting Hosts & Presenters	Do not screen share Power Point or videos. Always upload content directly into Adobe Connect.
Live Meeting Screen Share	Have programs that you are screen-sharing open to the appropriate window and ready to demonstrate - avoid launching and logging into programs while screen sharing. Turn off computer "sleep" especially if a re-log in is required.
Meeting Preparation Rehearsal	Require all presenters to attend a rehearsal a day or two prior to the live event. Presenters should be using the same phone, computer, and internet that they will be using the day of the live meeting. Make sure the presenters know how to enter Adobe Connect with their proper credentials.
Meeting Preparation Final Content	Use the rehearsal as the final content deadline and take the time to test all content to ensure that it looks and operates as anticipated.
Meeting Preparation Lobby	Create a layout that allows participants to enter the Adobe Connect room 15 minutes prior to start time. We like to call this layout a "lobby" and provide participants with information on audio, marketing information and some music.
Meeting Preparation Controlling Entrance	Use the feature of "Block Incoming Participants" while you are creating the room content. This will ensure that only hosts and presenters can access the content until the day of the live meeting. Remove the block 15 minutes prior to start time.

Activity	Adobe Connect Best Practice
Meeting Preparation Attendee List	Unless the Attendee List Pod is required for the participants to see who is speaking, consider moving it to the Presenter Only area to conserve bandwidth and cpu load. This is highly recommended if you are anticipating over 100 participants.
Live Meeting Chat	If you are anticipating over 100 participants, consider switching from an open dialog (Chat) to a moderated one (Q&A). With larger audiences, this switch conserves bandwidth and cpu load. With larger audiences, a lively chat can be difficult for a host to monitor.
Live Meeting Presenters	Ask presenters to arrive 30 minutes prior to start time to allow the hosts to test their audio and address questions before participants are allowed into the Adobe Connect room.
Audio Equipment	Make sure your presenters are using a nice quality handset. Speakerphones, cell phones, wireless microphones and low quality headsets cause voice fluctuations and noisy background audio that is transmitted to participants and cause audio disruptions. If a presenter is on a home phone, make sure they have disabled call waiting.
Audio Entrance/Departure Chimes	Most telephony providers offer an audible chime when participants enter or depart from a meeting. Make sure these are turned OFF as they will be heard by the audience and will be very disruptive.
Audio Mute	Muting your audience is always a good way to avoid background noise from participants. If you plan on muting your audience, make sure your presenters have dialed in using a Host code so they are not muted.
Participant Invitations Test Link	Add this link to all participant invitations and reminders: If you've never used Adobe Connect, ensure your computer and network connections are properly configured to provide you with the best possible experience: http://www.adobe.com/go/meeting_test

For more information

Product details: www.adobe.com/products/adobeconnect

Contact Adobe Connect Support: 800-422-3263

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